

13. BASIC FUNCTION OF POSITION:

This position is situated within the Executive Office of the Consulate General in Auckland. The position provides secretarial, administrative and logistical support to the Consul General (CG). The position also acts as a key figure in the coordination of all Consulate General activities, such as provision of administrative support to all employees, work guidance, processing of time and attendance, travel arranger, event/function coordinator, protocol support and TDY/VIP coordinator. The position is also the main point of contact for the general public and other Consulate and Embassy Sections.

14. MAJOR DUTIES & RESPONSIBILITIES:

% of Time

Secretary to the Consul General

40%

Calendar and Call Management

- Maintains and manages the Consul General's schedule which includes research and provision of background information.
- Keeps track of appointments and invitations.
- Co-ordinates Consul General's schedule and in country travel with all Consulate General and Embassy personnel.

Documentation and Correspondence Coordination

- Receives and processes all incoming mail and correspondence for the Consul General. As appropriate, prepares routine responses.
- Keeps track of deadlines and follows up where necessary.
- Maintains filing system and ensures filing is completed in a timely manner.
- Maintains stocks of office consumable supplies and arranges for replenishment from General Services Office (GSO) Wellington, when necessary.
- Completes word processing and database duties as required by the Consul General.
- Ensures all material is accurate and is compliant with standard regulations.

Telephones/Reception

- Schedule courtesy calls and appointments with diplomatic corps, local government leaders and other figures for the CG, VIP's and visiting Congressional Delegations (CODELS).
- Receives and screens Consul General's phone calls when necessary.
- Answers non-consular enquiries from the public.
- Maintains an up-to-date telephone directory for the Consulate General and ensures it is circulated to all staff at Embassy Wellington.
- Provides Auckland staff with updated Auckland and Wellington directories when issued.
- Keeps an up-to-date list of Auckland staff home addresses and contact details for emergency purposes via SharePoint.

Office Management

60%

TDY/VIP Visits

- Drafts country clearance cables for all incoming international visitors to Auckland.
- Co-ordinates and provides visitor arrival/departure assistance with the Consul General and security guards.
- Prepares visit schedule including full itinerary details, transport and accommodation arrangements and administrative details.
- Maintains and regularly updates the 'Welcome to Auckland' booklet.
- Arranges for a Welcome Kit containing booklet, contact details for the Consulate General, and various pamphlets on local attractions and facilities to be sent to the appropriate hotel for visitors who are new to Auckland.

Official Functions & Protocol Support

- In collaboration with other relevant sections provides logistical support for any official visits/delegations. More specifically, researches or oversees suitable venues, catering companies, transport operators, obtains quotes and liaises with event coordinators for official functions, including Independence Day, U.S. Election Day, etc.
- Draws up guest lists, creates appropriate invitations and monitors replies.
- Provides protocol guidance to the Consul General, including liaison with government officials and other diplomatic bodies.
- Ensures budgets are adhered to and completes all Consul General's representational vouchers in a timely manner following each function.
- Makes arrangements for floral tributes to be available for commemorative functions such as Memorial Day, Veterans' Day and Anzac Day.

Financial

- Monitors Consul General representational budget and expenses by maintaining an up to date database.
- Prepares all Official Residence vouchers for monthly processing.
- Confirms accurate submission of fortnightly timesheet for Official Resident Employee (ORE).
- Liaises with the Financial Management Office (FMO) at Embassy Wellington where necessary on any financial matters for the Executive Office.

Consulate General Travel Coordinator

- Serves as Travel Coordinator for the Consulate General.
- Arranges all travel, flight reservations, accommodation, car hire, travel insurance, etc, through Business World Travel.
- Monitors State Department currency exchange rate to ensure travelers' accommodation costs remain within *per diem*.
- Submits all travel order requests to Embassy Wellington and completes all travel vouchers within applicable deadlines.
- Liaises with contacts in the travel industry, including hotels, restaurants, conference venues and other tourism businesses as appropriate.

Time & Attendance

- Ensures timely and accurate submission of time and attendance on a fortnightly basis via Win T&A for the Consulate General.
- Provides guidance on the submission of travel comp time applications.
- Follows up with supervisors and their employees for timely submission of forms.
- Acts as liaison between Consulate General staff and the Master Timekeeper in Embassy Wellington.

Work Guidance and Training

- Acts as the point of contact for all Consulate General personnel on all State Department Programs for fiscal services.
- Responsible for providing work guidance and training to the backup timekeeper, in line with the guidance from the Master Timekeeper in Wellington.
- Responsible for providing work guidance and training to the backup Travel Arranger and other Consulate General personnel.

General

- Any other duties as required by the Consul General.

15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE:

- a) **Education:** Completion of secondary school.
- b) **Prior Work Experience: Prior Work Experience:** Three years of experience in a secretarial, personal assistant or office management position.
- c) **Post Entry Training:** On-the-job training in office procedures, practices and regulations. Introduction to Working in an Embassy (PN113); Ethics for New Locally Employed Staff (PA453); Cyber Security Awareness Course (PS800); Annual Counterintelligence and Insider Threat Awareness Training – Locally Employed Staff (EX251) and E2 Solutions Traveler (PK197).
- d) **Language Proficiency:** Level 4 English (Fluent - both written and spoken) ability is required.
- e) **Knowledge:** Strong knowledge of customer service principles and procedures, knowledge of administrative and clerical procedures and systems, managing files and records, and other office procedures and terminology. Strong knowledge of management and administration of personnel and resources. Knowledge of local government and business and must have a very good working knowledge of general etiquette and social standards of New Zealand.
- f) **Skills and Abilities:** Minimum typing 75 words per minute is a requirement. Must have a strong command of Microsoft Office (Word, Excel, Outlook). Must also have strong coordination, planning and event management and administrative skills. An ability to work independently, display initiative and prioritize work flow. Must also have strong interpersonal skills, and an ability to communicate effectively with tact and diplomacy.

16. POSITION ELEMENTS:

- a) **Supervision Received:** Incumbent is supervised by the Consul General, although is expected to resolve most problems and execute assignments with minimal supervision. Incumbent has the freedom to act in making most decisions and determining appropriate course of action.
- b) **Available Guidelines:** Foreign Affairs Manual (FAM) and Handbook (FAH), State Department regulations and procedures.
- c) **Exercise Judgment:** Must be able to set priorities and handle duties according to urgency. Must also be alert to emergency situations and react according to established procedures. Uses personal judgment to rectify problem situations.
- d) **Authority to Make Commitments:** None
- e) **Nature, Level and Purpose of Contacts:** First point of contact for all Consul General's visitors. Telephone contact with public. Contact with Embassy and Consulate Officers and working level contact in political, academic and social circles. Must have interpersonal skills requisite with managing relationships with U.S. and host country officials.
- f) **Supervision Exercised:** None
- g) **Time Required to Fully Perform Full Range of Duties:** Twelve (12) months.